

## Consultative Examination (CE) Services

### Instructions for Send CE No Show Response

On the Electronic Records Express Home Page under the “Consultative Examination (CE) Services” heading, select **“Send CE No Show Response”**.

This will take you to a web page that allows input of information about why the claimant did not show up for the scheduled CE appointment.

Unless you received the request electronically from the DDS, you will need to have the DDS request letter to enter information in the next few steps.

If the CE request was received from the DDS electronically, you will be able to locate the request under **Access Electronic request** if you are the CE provider or **Access Doctor’s Electronic requests** if you are CE administrative staff.

#### Electronic Records Express Home—Send CE No Show Response

**Electronic Records Express Home—Send CE No Show Response**

11:35 AM Wednesday, January 02, 2008

Electronic Records Express - Microsoft Internet Explorer provided by IE6.0 SP1 > Alpha C1

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Home

Address <https://secure.ssa.gov/apps7/ERE/home.do> Go Links

**Social Security Online**  
www.socialsecurity.gov

**Electronic Records Express**  
Frequently Asked Questions User Instructions

**Electronic Records Express Home**  
Welcome to Electronic Records Express

**Evidence Submission Services**  
[Send Response for Individual Case](#)  
[Send Grouped Files](#)

**Consultative Examination (CE) Services**  
[Review / Submit CE Reports](#)  
[Pickup Doctor's Transcription Reports](#)  
[Prepare CE Report for Doctor](#)  
[Send CE Report](#)  
[Send CE Report\(s\) with Scanned Signature](#)  
[Send CE No Show Response](#)

**Document E** [Send CE No Show Response](#)

[Access Electronic Requests](#)  
[Access Doctor's Electronic Requests](#)  
[Send Transcription Report To Doctor](#)  
[Pickup Transcription Reports](#)  
[Teacher Questionnaire](#)

**Communication Services**  
**Secure Messaging:** [Home Inbox](#)  
**Communication Utility:** [Send E-Mail](#)

**Bulletin Board**  
Updated 12/19/2007  
[What's New?](#)  
[Email for more information](#) or call toll free: 1-866-691-3061

**Ruth Trent**  
ruth.trent@ssa.gov  
4109665484  
[Log Out](#)

**From here you can also:**  
[Modify your account information](#)  
[Change your password](#)  
[Account Maintenance](#)

For your security, please log out and close all Internet windows when you are finished.

Shortcut to start.do (secure Web site)

start | Inbox - Microsoft Out... | Electronic Records Ex... | FW: Revised Agency ... | Document1 - Microsof... | Internet | 11:36 AM

## Step 1—Destination and Request Information

**Electronic Records Express**

Social Security Online  
www.socialsecurity.gov

Electronic Records Express Home

User Instructions

Ruth Trent  
Log Out

Send CE No Show Response Report  
Destination and Request Information (Step 1 of 3)

Enter 3 character site code or select state and destination:

Site code:  OR State:

Destination:

SSN:

RQID (Request ID):

RF (Routing Field):

DR (Document Return Code):

CS (Case Number):

(enter only if applicable)

Cancel

Continue

Select the Destination and complete all fields

## Step 1—Destination and Documentation Information

- Enter the three character Site code from the barcode. The Site code begins with a letter which is followed by two digits. If you make a mistake you may backspace and enter the correct letter or digits;
- or
- Select the “State” from the dropdown. After choosing the State, the Destination list is refreshed to only list the offices in the State you selected. Select the “Destination” from the dropdown;
- or
- Just select the “Destination” from the dropdown.
- Obtain the following information from the CE request letter:
  - Enter the Social Security Number (SSN). *Only files for one SSN can be sent with this transaction.*
  - Enter the Request ID (RQID). The Request ID is the document number or serial number which is usually located on the request letter near the barcode.
  - Select the appropriate RF (Routing Field) option, or “No RF or No Barcode” if not displayed on the request letter.
  - Select the appropriate DR (Document Return Code) option, or “No DR or No Barcode” if not displayed on the request letter.

- Enter the CS (Check Sum Digits) if available, or leave this field blank if not displayed on the request letter.
- Select **“Continue”** to go to the next step or select **“Cancel”** to take you to the homepage.

**Step 2—Complete Reason**

11:37 AM Wednesday, January 02, 2008

Electronic Records Express - Microsoft Internet Explorer provided by IE6.0 SP1 > Alpha CI

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Print Mail

Address <https://secure.ssa.gov/apps7/ERE/CENS/prepare.do> Go Links

Social Security Online **Electronic Records Express** User Instructions

[www.socialsecurity.gov](http://www.socialsecurity.gov) Electronic Records Express Home

Ruth Trent Log Out

Destination and request summary:

Destination:	XX - DEMO/TEST DDS [S99]	SSN:	111-11-1111
RQID:	1	RF:	P
DR:	F	CS:	

Edit

Select a reason and provide comments about why the exam was not performed:  
You can type up to three letter size pages (approximately 16,000 characters) of comments.

Reason: [ Select Reason ]

Based on the reason you select, comments may be required. Otherwise, comments are always optional.

Comments:

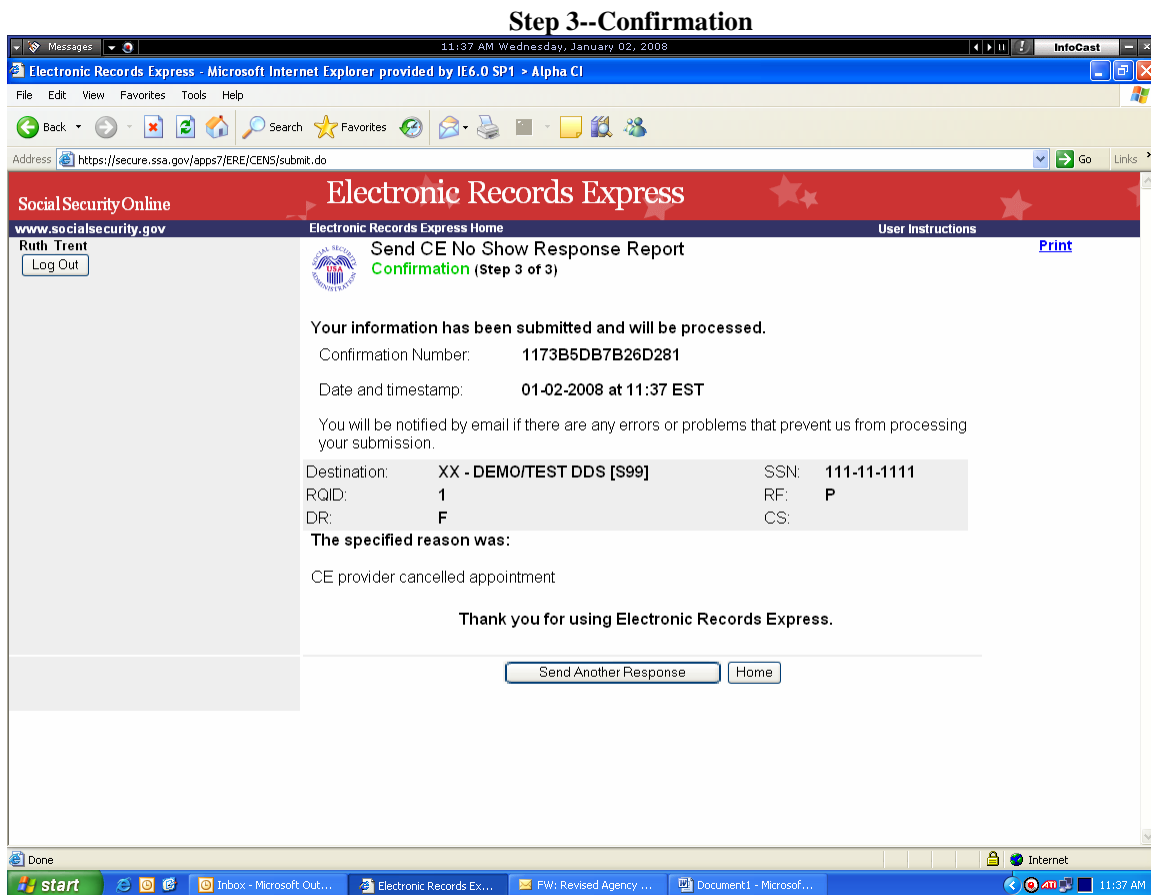
Cancel Prior Page Submit

Select a Reason from the dropdown of why the CE was not performed

Provide comments, if needed

## Step 2—Complete Reason

- Select a reason the exam was not performed. Based on the reason you select, comments may be required. Otherwise, comments are always optional.
- Type **Comments**, if needed. Provide an explanation of the reason the exam was not performed. Type-in and/or cut-and-paste your text (up to three letter size pages, approximately 16,000 characters) directly into the box provided.
- Select the **“Submit”** button to forward the information to the Destination selected in Step 1.



### Step 3—Confirmation

- After the website uploads, a confirmation page is displayed to notify you that the transaction has been submitted. A confirmation number is generated for your reference. The confirmation page indicates the reason you specified in Step 2.
- In the unlikely event that you do not receive the “Confirmation” page, you should resubmit the information.
- If you continue to have transmitting problems, contact the Electronic Records Express Website Help Desk at [EETechSupport@ssa.gov](mailto:EETechSupport@ssa.gov) or 1-866-691-3061.
- If you have additional responses to send, you can select the "**Send Another Response**". This will take you to Step 1 of Send CE No Show Response.

**NOTE:** It is **strongly recommended** that you print or take a screenshot of the Confirmation page for documentation.

**Access Keys:**

This application contains access keys to improve navigation and provide information. You will find a list of these keys in the table below:

<b>Button</b>	<b>Access Key</b>
Add Another File	2 – 8 (number corresponds to the file to be added)
Cancel	n
Continue	c
Edit	w
Home	m
Prior	p
Send Another Report	r
Send Another Response	r
Submit	b
Try Again	g

Other keyboard commands, hotkeys or access keys will vary based upon the browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser or by using the F1 function key on the keyboard. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

01/2008